Position Description

Business and Project Planning Analyst

The Cooperative Bank

Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.



About the team

The Enterprise Portfolio and Change Management team is responsible for leading the consistent use of a standardised set of skills, tools, and processes to support the delivery and execution of enterprise-wide business and regulatory change. Within the team are centralised project resources that lead and manage the Bank's bigger delivery and change projects and programmes of work, and specialist capability resources providing leadership, coaching, co-ordination of, and advice on our project, programme and change capabilities, frameworks and practices. Together, the team are focussed on uplifting programme and change management capability and practices to enable the Bank to respond quickly to market and regulatory changes, customer needs, and adoption of new technology, all whilst minimising unnecessary impact on its people and its customers.

Purpose of this position

The purpose of the role is to contribute to the planning, design, development & execution of organisational priorities, as well as to programme and change frameworks, processes, practices and capabilities. These support the delivery and change execution required for large scale, critical projects, as well as business change initiatives that are aligned to the Bank's vision, strategy & roadmap.

As a business and project planning analyst, the role will typically work, day to day, with the Banks' programme and initiative leads, business owners, subject matter experts, product and process owners, development teams, and other key stakeholders to carry out planning and analysis activities in order to initiate and plan projects and initiatives, in order to enable effective and efficient delivery. This work will involve planning, scheduling, workshop facilitation, stakeholder engagement, requirements gathering, documentation, process mapping, as well as current and future state analysis.

The role will need to understand the needs of internal and external customers and translate this in useful ways to business technical teams and stakeholders to enable the successful delivery of change that provides good outcomes for our customers, our people and the Bank.

The role will also connect with and share skills and knowledge with others across the Bank, continuously improving the way we support the delivery of strategic projects, business change initiatives, and contributing to liftin capability.

Position reports to: Programme Lead

Challenges and opportunities of this role

- **Planning** – assist with, and where necessary lead, the planning and implementation of initiatives across the organisation.
- **Change management** – work with teams to analyse and understand how changes will affect various teams, systems and processes. This will involve understanding how our constantly evolving systems interrelate and assessing changes appropriately to minimise change impacts and identify opportunities for alignment and efficiency.
- **Multi-tasking and context switching** - collaboratively working with a team or project for complex analysis work, context switching between discovery and detail, and balancing this analysis activity with supporting others, often across multiple projects or change initiatives at once.
- **Championing and applying project, change and business analysis disciplines** across initiatives and identifying opportunities for ongoing continuous improvement as we uplift our project and change maturity.

How you will contribute:

What you'll do	Success will mean
Planning and Coordination	
Support the Programme Leads, business owners, initiative leads with developing project plans and resources to ensure that projects are delivered efficiently. Identify risks and issues within projects and help create responses and mitigations. Ensure that project teams and stakeholders are kept informed, and that progress is being made and expectations managed.	• Initiatives and projects have clear delivery plans • Stakeholders are clear about delivery scope and timings

What you'll do	Success will mean
Business and Process Analysis	
Perform business process and systems analysis, including mapping out existing processes. Eliciting and validating problem statements, scope, requirements, change impacts and user stories. Facilitating the business to complete strategic analysis, options analysis, and evaluation of activities. Engaging with stakeholders to gather requirements for process improvements. This includes conducting interviews, workshops, and surveys. Clearly documenting business requirements and ensure they align with business objectives and stakeholder needs. Create detailed documentation for any new or improved processes, including workflows, SOPs (Standard Operating Procedures), and guidelines. Supporting and delivering detailed understanding and design of required new solutions. Demonstrating strong analytical skills in identifying problems and providing effective solutions during the analysis phase. Successfully applying industry best practice in business analysis, contributing to the overall success of the project or change initiative.	• Requirements from stakeholders are gathered that are clear, complete, and aligned with business goals. • Stakeholders feel heard and understood, and their requirements are accurately reflected in the final documentation. • Thorough analysis uncovers root causes of inefficiencies and identifies the most impactful areas for improvement. • Practical, innovative solutions are proposed that are both feasible and effective in meeting business needs. • Gaps between the current state and the desired future state are clearly identified, and actionable insights that guide improvement efforts and change management plans are clearly identified.
Change Management and Implementation	
Use right-sized change methodologies (such as ADKAR, Prosci, Agile, Kotter etc) to understand impacts of, and planning required for changes to business systems and processes. Facilitate the business in developing and documenting handover solutions, risks and mitigants, reporting and appropriate SLAs. Advocate for use of right-sized change management processes when engaging with key stakeholders across Co-op and act as a	• Handover of work occurs seamlessly with ongoing monitoring/reporting in place to monitor success of change and identify areas for continuous improvement. • Change management processes are adopted successfully, reviewed and continuously improved with smooth transition of initiatives to BAU, and expected measurable outcomes achieved. • Key controls, conduct assurance and assurance tests agreed and handed to appropriate parties to become BAU assurance activity.

What you'll do	Success will mean
champion for our enterprise change practices and tools. Contribute to the development of right-sized best practice approaches for business process change and adopt a growth mind-set of continuous improvement for these ways of working.	
Healthy and safe work environments	
Follow all health and safety policies, standards, emergency procedures and plans. Participate in health and safety activities, training and meetings as required. Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement. Cease work if an unsafe situation arises and seek assistance.	• Having healthy and safe ways of working. • All workers feel empowered to and aware of opportunities to participate in health and safety activities. • Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement. • Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.

Decision making and responsibilities

a) Decisions and/or financial accountabilities:

This may include:

- Designing, planning and facilitating various workshops and stakeholder engagement sessions.
- Finalising versions of process maps.
- Minor enhancements to delivered work as a result of testing & learning.

b) Actions and decisions that are recommended to a higher level of management for approval:

This may include:

- Operating policy and process changes.
- Proposals for changes to business processes, suppliers, or controls.
- Changes to agreed scope or documented requirements.

Qualifications and experience

- Role requires 3-5 years' project experience – potentially project management or coordination, project scheduling, change management and/or business analysis.

- A proven track record in project or change management, delivery and business analysis.
- Experience facilitating workshops/meetings with a mix of stakeholders, to understand desired outcomes, work required, business processes and challenges.
- Exposure or experience across a variety of banking functions would be an advantage.
- Strong intellect, abstract thinking abilities and business experience – preferably in financial services.

Skills and attributes

Technical Skills

- Project Planning, scheduling and/or coordination
- Proficient in Microsoft Office Suite including Word, Excel, PowerPoint, Visio, MS Project and Teams.
- Proficient in Atlassian Suite – Confluence and JIRA – an advantage.
- Well established researching, analysis, and interpretative skills, with excellent documentation skills.
- Time management: ability to plan, multi-task, prioritise work autonomously.
- Strong verbal and written communication skills.
- Strong analytical and logical thinking powers

Conceptual Skills

- Uses interpersonal skills (including listening skills) to achieve effective two-way information exchange, including writing clearly and concisely.
- Resilient to uncertainty and ambiguity.
- Can think outside the box when problem solving.
- Comfortable having difficult conversations and influencing others.
- Has good learning agility and can adapt to the changing needs of the business.

Personality Attributes

- Enthusiastic and excited about digital experiences, the role of technology, and change.
- Motivated and driven – takes personal responsibility for achieving results and making things happen and can motivate others.
- A team player who puts team above self, and equally able to work independently alongside a large practice.
- The ability to rapidly assimilate new information to challenge self and be flexible over ideas and beliefs.
- Demonstrates commitment to the established beliefs of the Co-operative Bank.

Leadership Skills

All of our people are leaders, no matter their role in the organisation. The leadership skills we look for and actively develop in our people

- **Self-Aware:** You understand your own strengths, values and derailers and seek to be authentic in your leadership style. You have a growth mindset and want to be the best leader you can.

- **Team builder:** You understand that people have different motivators and styles, and you adapt your approach accordingly. You quickly mobilise and motivate teams of people to work co-operatively to get things done.
- **Influencer:** You want to make an impact beyond the borders of your role. You have presence and demonstrate 'horizontal leadership' across the organisation. You know the formal and informal channels to getting things done.
- **Change agent:** You are focused on the everyday improvement and innovation needed to create our digital future. You have the skills to not only conceive change, but to implement it effectively in an agile and flexible way. You are resilient in the face of setbacks.
- **Business savvy:** You understand how the Bank makes money and the drivers of long term value. You are attuned to market conditions, longer term trends and the changing needs of consumers.
- **Custodian:** In everything you do, you are focused on upholding our beliefs and working for the long term benefit of the Bank and its customers.